

Frequently Asked Questions for BUILDING THE BRIDGE TO *Recovery* (Indiana's Hardest-Hit Fund) Monitoring RFP

Updated March 10, 2011

Financial statements must be included with each proposal. Is it acceptable to provide these financial statements under separate cover in order to have them kept confidential and outside of public record and to identify them as "confidential"?

Yes. However, all proposals received by IHCDCA under this RFP are public record, with the exception of financial statements, which are proprietary and will never be included in any request for public records.

Can an agency provide monitoring within their geographic area or may the agency only monitor certain HHF Network Agencies?

No. All proposals received under this RFP must cover all 92 Indiana counties and must monitor records of any and all HHF Network Agencies, as required by IHCDCA.

Will the approved contractor be able to sub out some of the work to individuals/organizations that are experienced in providing these types of services?

Yes. However, all subcontractors must be approved by IHCDCA prior to beginning work under this contract for monitoring.

Is IHCDCA coordinating the partial payments/cash outflow to mortgage payment recipients or will each counseling agency (HHF Network Agency) be handling this and therefore the monitor needs to assess the occurrence and timing of payments as well?

IHCDCA internal staff will be coordinating the cash outflow to mortgage servicers on behalf of HHF beneficiaries/homeowners. Partial payments made by the homeowners will be collected via ACH from IHCDCA's Special Servicer (U.S. Bank) and then the Special Servicer will notify IHCDCA staff, who will then forward full payment to the individual mortgage servicers.

Are the HHF Network Agencies able to make purchases in alignment with the HHF program budgets that are submitted to IHCDCA for reimbursement or does IHCDCA make payments to the Agencies to administer the program (i.e. the agencies are contractors)?

HHF Network Agencies are allowed 3% of their total contract for one-time start-up expenses related to HHF, which is paid as a reimbursement upon submission of an invoice to IHCDCA by the Agencies. The remaining contract funds to the Agencies are in the form of 3 payment points: \$50 for intake/triage on a pre-eligible HHF applicant, \$400 for a complete HHF application submission and \$330 for an approved HHF applicant.

Does IHCDCA desire that the external Monitor develop the full Internal Antifraud and Compliance Monitoring Program or does IHCDCA desire the external Monitor to develop only the compliance monitoring component?

IHCDCA desires the Monitor to develop and propose a full internal antifraud and compliance monitoring program. This program will, of course, be contingent upon approval by the U.S. Department of the Treasury.

Based on our experience with another HHF recipient, we estimate that approximately 150 – 200 hours of effort would be required to develop the full Program and submit it to IHCDCA then Treasury for review and approval. Is this consistent with IHCDCA's estimated amount of effort? If not, could IHCDCA please provide the number of hours that it expects the Monitor to invest in drafting the Program?

IHCDCA asks that each proposal under this RFP use its best judgment on how much effort will be required to go into the development of said program. A narrative in regards to how much time is needed to meet this need will be necessary to include in the proposal.

As it relates to on-site visits, how many specialist/counselors will be working on these files?

Regular on-site visits for this RFP will be at a minimum, as all information will be available through secure web-based tracking software. Site visits will be on an as-needed basis only.

What is the process for selecting these counselors for onsite review/monitoring – everyone or a random sampling?

The intent under this RFP was for random sampling but other suggested sampling methods may be included in any submitted proposal.

What is the estimated number of on-site visits that would be required and would these be monthly, quarterly or annually?

On-site visits are only to be done on an as-needed basis.

As there are ongoing monitoring requirements – to ensure adherence with process recommendations – would this be monthly, quarterly or annually?

Yes, this would be necessary on a quarterly basis.